

NETWORK MANAGER REPORT



MAY 2007

SUBMITTED BY Sloane Wright, General Manager

OVERVIEW

Operations

May has been an exciting month for the AI staff as it saw the launch of alabama.gov version 5. AI is very excited about several awards nominations that were submitted with June deadlines. The month of May also saw the launch of one new application, as well as an application update and requests for several more new services.

Highlights during the month were:

- Alabama.gov version 5 was released with a new look and feel plus several new features and has been nominated for the Best of the Web competition with the Center for Digital Government.
- AI launched the Alabama Electrical Contractors Board's online license renewal application in May. This application will allow the state's licensed electrical contractors and journeymen to renew their licenses online.
- The Alabama Department of Conservation and Natural Resources sold 6698 licenses online during the month of May 2007 compared to 4822 in May of 2006. This is an increase of nearly 40% in licenses from a year ago and represents nearly a 35% increase in statutory revenue collected online for this service.
- AI has been meeting with the Alabama Secretary of State's office to automate the UCC filing and search process. We are in the pre-project planning phase of these applications and are looking forward to working with the Secretary of State to automate more processes for the citizens and businesses of Alabama.
- AI released an update to the Alabama Department of Conservation and Natural Resources alligator hunt request application. Updates to the site were made as well as additional counties added to the application.
- AI has entered into discussions with the Alabama Department of Public Safety by proposing several services for the department. AI is looking forward to furthering our partnership with DPS to help automate several business processes and share services that other NIC partners have implemented to generate additional revenue for the department.
- Thanks to all of the graduations in May, a number of new teachers are joining schools across Alabama in preparation for the next academic year. As a result, over 1,000 Department of Education payments have been processed for fingerprinting and certification checks on teachers during the late spring.

Marketing

The marketing team was proud to release the 5th redesign of alabama.gov during a press conference on May 29th. The Best of Web competition has begun and the excitement with everybody involved in the portal seems to be very encouraging. The AI staff has put forth an incredible effort on this year's version. The portal has been receiving lots of feedback since its release. Everyone seems to like the new features such as the "picture in picture" display and the way it is used to display important information. The portal team worked extremely hard to make final modifications to the updates in time for its release.

Since the release of the portal, the marketing focus has shifted to two very important areas. AI is in the process of developing a marketing booklet which will summarize the offered services as well as promote our organization's capabilities. This booklet will be a great "leave behind" tool with state agencies describing how they can benefit from AI's extensive eGovernment experience. The other significant focus is on our corporate marketing conference. Each year one of our state portals gets to host the marketing directors and general managers for a three day conference. The primary goals of the conference are networking and awareness of different services being offered in the different states to generate ideas which may specifically help our partners. This year, Alabama has been selected for the site of the marketing conference. The AI staff will spend a lot of time in preparation in order help Alabama make the best impression possible.

Customer Service

May was a quieter month than April due to the close of tax season. AI continues to help visitors to the alabama.gov site through live chats and customer service phone calls. The customer service team at AI answered 448 live chats in the month of May and many more phone calls with general questions about various state services.

Development

The AI Dev-Share team held two meetings during the month of May, both of which were focused on security. The first security meeting focused on the security of the newly redesigned portal. This year's portal contains additional security features which are currently found in the Alabama Interactive developed applications due to its design utilizing a database for content. The team's goal was to discuss ways to ensure that the data being provided was both secure and unable to be altered or maliciously used to gain control or access of the portal or other resources. The second meeting focused on the topics that were discussed at the second annual NIC security conference in Kansas. This meeting focused on the high points of the conference, discussing good security practices and alternate methods that are being utilized throughout NIC subsidiaries. One of the main points of the security conference was the use of input and output validation of user entered data. We have a set of current standard practices in place to ensure that proper validation is done and are investigating some of the best practices from the conference to further enhance on current operations.

PROJECT REPORT

COMPLETED!

Completed in 2002

Alabama Board of Nursing	<ul style="list-style-type: none">– Renewal of Registered Nursing License– Reactivation of a Nursing License– Reinstatement of a Nursing License
Alabama Department of Public Safety	<ul style="list-style-type: none">– Electronic Access to Motor Vehicle Records
Alabama Real Estate Commission	<ul style="list-style-type: none">– Renewal of Real Estate Licenses– Broker/Agent Certification
Alabama Secretary of State	<ul style="list-style-type: none">– Merchant Services

Completed in 2003

Alabama State Banking Dept.	<ul style="list-style-type: none">– Renewal of Small-Loan and MiniCode License– Renewal of Pawn Broker License– Renewal of Mortgage License
Alabama State Bar	<ul style="list-style-type: none">– Membership Renewal
Alabama Board of Chiropractic Examiners	<ul style="list-style-type: none">– Renewal of License– Licensee Verification
Alabama Department of Conservation and Natural Resources	<ul style="list-style-type: none">– Online Hunting and Fishing Licenses– Hunting and Fishing Licenses/Point-of-Sale– Probate Court Point of Sale Hunting and Fishing Licenses– Oak Mountain Bow Hunt Registration– Outdoor Alabama Subscription
Alabama Department of Finance, Office of the CIO	<ul style="list-style-type: none">– Alabama State Portal
Alabama Department of Insurance	<ul style="list-style-type: none">– Merchant Services– Merchant Services for Provider Renewals
Alabama Board of Nursing	<ul style="list-style-type: none">– License verification and disciplinary status-Subscriber– Name and Address Change– LPN Renewal
Alabama Real Estate Commission	<ul style="list-style-type: none">– Instructor License Renewal
Alabama Department of Revenue	<ul style="list-style-type: none">– Sales, Use and Lodging Tax Filings– Refund Status for Individual Income Tax
Alabama Secretary of State	<ul style="list-style-type: none">– UCC (Uniform Commercial Code) Filings

Completed in 2004

Alabama Board of Architects	– License Renewal
State Banking Department	– Deferred Payment Renewal
Alabama Department of Conservation and Natural Resources	– Bartram Canoe Trail Reservations – Becoming an Outdoors Woman Registration – Outdoor Alabama Store – Hunt Outdoor Alabama
Alabama Department of Environmental Management	– Waste Water Operator License Renewal
Department of Finance	– Alabama InTouch (Constituent Notification)
Alabama Home Builders Licensure Board	– Initial Application Download and payment – License Renewal
Alabama Department of Industrial Relations	– Merchant Services
Alabama State Motor Pool	– Fleet vehicle reservation
Alabama Board of Nursing	– Original Licensure by exam. – Licensee database search and download – Original Licensure by endorsement – License verification for individuals
Alabama Board of Pharmacy	– License Renewal
Alabama Public Service Commission	– Supplemental Motor Carrier Authorization
Alabama Real Estate Commission	– Mailing Labels – Continuing Education Providers Services
Alabama Department of Revenue	– Personalized License Plate Reservation – Local Government Report Distribution

Completed in 2005

Alabama State Board of Chiropractic Examiners	– Initial Facility Permit – License Renewal Updates for 2005
Alabama Department of Environmental Management	– “Smoke School” Registration – Smoke School Fall Registration Updates
Alabama Department of Industrial Relations	– Workers Compensation CE Registration – Unemployment Quarterly Tax Updates
Alabama Department of Public Health	– Children’s Health Insurance Program

	Payments
	– Provider Service Facility Renewal
Alabama Real Estate Commission	– Continuing Education Course Renewal
	– Change of Information
Alabama Department of Revenue	– Income Tax Extension Application
	– Trip and Fuel Permits
Alabama Board of Registration for Foresters	– License Renewal
Alabama Plumbers and Gas Fitters Board	– Merchant Services
Real Estate Appraisers Board	– License Renewal
Alabama Board of Public Accountancy	– License Renewal
Alabama Board of Nursing	– Military Nurse Renewals
	– LPN Renewals
Alabama Board of Pharmacy	– Institution (hospital) License Application
Alabama Board of Examiners in Speech- Language Pathology and Audiology	– License Renewal
Alabama Homebuilder Licensure Board	– Renewal of Inactive License
Alabama Board of Professional Engineers and Land Surveyors	– License Renewal
Alabama Public Service Commission	– Annual Registration Application (RS-1)
Alabama Department of Conservation and Natural Resources	– Marine Resources Point-of-Sale
	– Local Probate Update
Alabama State Banking Department	– Multiple License Renewal
	– Updates to Mortgage and D.P.
Alabama Board of Architects	– License Renewal

Completed in 2006

Alabama State Board of Chiropractic Examiners	– Facility Renewal
Coastal Birdfest	– Merchant Service
Alabama Licensure Board for Interpreters and Translators	– License Renewal
Alabama Department of Public Health	– EMS License Renewal
Alabama Real Estate Commission	– Simple Transfers
Alabama Department of Revenue	– Certificates of Good Standing – Tax Estimations – IFTA Merchant Service
Alabama Department of Mental Health and Mental Retardation	– Case Manager Online Subscription Service
Farmers Market Authority	– Shopping Cart
Alabama Board of Social Work Examiners	– License Renewal
Alabama Board of Public Accountancy	– Firm Renewals
Alabama Board of Nursing	– Pay Fee/Fine Application
Home Medical Equipment Board	– License Renewal
Alabama Board of Physical Therapy	– License Renewal
Alabama Homebuilder Licensure Board	– Expired Individual License Renewal – Expired Inactive License Renewal
Alabama Board of Professional Engineers and Land Surveyors	– Certificates of Authorization
Department of Education	– Certification Payments (Finger Printing/Background Checks)
Alabama Department of Conservation and Natural Resources	– Phone Sales – Alligator Hunt
Marriage and Family Therapy	– License Renewal
Alabama Heating and Air Conditioning Contractors Board	– License Renewal
Department of Finance, ISD	– IT Strategic Planning Application

Completed for 2007

Agency	Application	Description	Date Completed
Alabama Defense Force	Website Redesign	A redesign of the Alabama Defense Force Website	01/15/2007
Alabama Board of Cosmetology	License Renewal	Allows for 13 license types to renew and pay online	02/07/2007
Alabama Department of Revenue	Business Privilege Tax – Privilege Shares Extension	Allows taxpayers to file a Privilege Shares Extension online	02/28/2007
Alabama Department of Revenue	Excise tax extension	This service will allow for online excise tax extensions.	03/02/2007
Alabama Department of Revenue	Consolidated Financial Return	Online Consolidated financial return	03/02/2007
LP Gas Board	Online motor fuel decal requests	Online motor fuel decal requests	03/20/2007
Electrical Contractors Board	License Renewal	This application will allow contractors to renew their license online	05/31/2007

Completed Updates for 2007

Agency	Application	Description	Date Completed
Alabama Department of Public Health	EMS Renewal Updates	Updates to an existing application for the new year. New updates included code changes for business requirements	01/02/2007
Alabama Department of Revenue	FTP Updates	This is an update for the FTP at ADOR	01/08/2007
Alabama Board of Nursing	Database Switch	This is an update for an ABN database.	01/14/2007

Alabama Real Estate Commission	Update AREC Education application	Update validation routines for education app	02/27/2007
Alabama Board of Nursing	Update for license verifications	Update for license verifications	03/06/2007
Alabama Department of Conservation and Natural Resources	Update for Call Center; Switching partners	Researching and partnering with a new call center for telephone licenses	03/20/2007
Alabama Department of Conservation and Natural Resources	Update for online canoe platform request	Update will allow users to see when dates are available for platforms	03/21/2007
Alabama Department of Conservation and Natural Resources	Update for Batch License Report	Updates to allow for new batch license reports	03/26/2007
HVAC	Survey Update	This update provides a survey on the current application	05/01/2007
Alabama Department of Finance, ISD	alabama.gov version 5	Update of alabama.gov for 2007	05/28/2007
State Motor Pool	Update to only allow 5 day rentals	Update to only allow vehicles to be rented for five days	05/21/2007
Alabama Department of Conservation and Natural Resources	Additional counties added; plus updates to previous site	Alligator Hunt Request	05/31/2007

In Testing...

Agency	Application	Description	Status	Target Date
Alabama Department of Conservation and Natural Resources	Headquarter Updates	This service is an update to the headquarter application.	This application is in agency testing.	February 2006
Alabama Board of Nursing	Initial License for Advanced Practice Nurses	This service will allow Advanced Practice nurses to apply for licensure online.	This application is in agency testing.	September 2005
Alabama Department of Insurance	Merchant Services, Fireworks permits	This will be a merchant service application to accept e-check payments.	This application is on hold by the agency.	April 2006
Alabama Real Estate Commission	Business Address Change	Allows Businesses to change their address information online.	This application is on hold by the agency.	April 2006
Alabama Department of Public Safety	Merchant Services	This application will allow credit card payments.	This application is in agency testing.	October 2006
Alabama Department of Mental Health and Mental Retardation	Phase 2 Case manager training (agency)	This phase will allow agencies to get access to the case manager training information	This application is in agency testing.	July 2006
Alabama Department of Revenue	Individual eFile application	Online application for individuals to electronically file their taxes	This application is in development	January 2007
Board of Optometry	License renewal	Online application for license renewals	This application is in development	March 2007

In Development . . .

Agency	Application	Description	Status	Target Date
Secretary of State	UCC Searches	Application to redact SSN from UCC documents	This application is in development	August 2007
Alabama Department of Conservation and Natural Resources	Park Reservation System	Application to allow citizens to reserve camp sites	This application is on hold pending agency	Fall 2007
Alabama Department of Public Health	EMS facility renewals	Allows brick and motor buildings to renew licenses	This application is in the pre-project planning phase	December 2006
Alabama State Board of Veterinary Medical Examiners	License Renewal Application	Online application for license renewals	This application is in development	October 2007
Alabama Board of Respiratory Therapy	License Renewal Application	Online application for license renewals	This application is in the pre-project planning phase	September 2007
Alabama Real Estate Commission	Instructor Renewals	Renewal application for instructors	This application is in pre-project planning.	June 2007
Alabama Real Estate Commission	Course Renewals	Renewal application for courses	This application is in pre-project planning.	June 2007
CIO's office	Trucking Portal	Portal for truckers moving through Alabama	This application is in pre-project planning.	June 2007
Alabama Department of Conservation	Hunter Ed Duplicate ID, Merchant Service	Allows certificate holders to order a new card online.	This application is in pre-project planning.	July 2007
Alabama Board of Cosmetology	Salon Renewals	Application to allow salons to renew their license online	This application is in pre-project planning.	August 2007
Alabama Board of Cosmetology	Booth Renewals	Application allow cosmetologists to renew their booths online	This application is in pre-project planning.	August 2007

LP Gas Board	Permit Renewals	Application for permit A, B and B1 to pay online	This application is in pre-project planning.	September 2007
Alabama Licensure Board for Interpreters and Translators	Certificate generation	Application to allow the printing of certificates online	This application is in pre-project planning.	TBD

Scheduled Updates . . .

Agency	Application	Description	Status	Target Date
Department of Conservation and Natural Resources	adding renewal and gift option to subscription	Allows citizens to pay for subscription, gifts, or licenses at same time	This application is in the pre-project planning phase	July 2007
Alabama Department of Revenue	PSE Receipt Update	This update will place barcodes on all receipts	This application is in the pre-project planning phase	August 2007
Real Estate Appraisers Board	Update to renewal application	This update will focus on CEs and the new renewal year	This application is in the pre-project planning phase	July 2007
Alabama Board of Nursing	LPN Updates	This update will be for the LPN application	This application is in the pre-project planning phase	TBD
Alabama Real Estate Commission	Course Management Update	Update for the course management menu	This application is in the pre-project planning phase	July 2007

SERVICE REQUESTS

Service Request #128

Alabama State Board of Auctioneers – License Renewals

Alabama Interactive requests and recommends that this service for the Alabama State Board of Auctioneers is added to the network as a charge service. The License Renewal application will be developed at no cost to the Alabama State Board of Auctioneers, but will have a convenience fee associated with each transaction

Service Request #129

Alabama Department of Public Health – EMS Verification Service

Alabama Interactive requests and recommends that this service for the Alabama Department of Public Health/EMS Division is added to the network as a subscription service. The verification application will be developed at no cost to the Alabama Department of Public Health, but will have a subscription fee associated with each verification account.

MONTH IN REVIEW

Total May AI Network Transactions	240,504
Average Successful Request per Day:	7,758
Total May alabama.gov Visitors:	289,788
Total May alabama.gov Page Views:	1,100,781
Total May alabama.gov Chats or Offline Messages from Live Help:	448

OPERATIONS & ADMINISTRATION

In May, AI released the 5th redesign of alabama.gov. The site is currently being judged for the Best of the Web competition held by the Center for Digital Government.

OTHER BUSINESS/IN CLOSING

In closing, May was a very exciting month for us with the release of the new portal. We look forward to getting the results for the Best of Web competition.

As always, your advice and support are appreciated. Please feel free to call on me with any questions or comments. I can be reached at 334-261-1989, or email at sloane@alabamainteractive.org

Respectfully Submitted,

Sloane Wright